



Please read this guide carefully before completing your application for review.

Where to send your application for review

Send your application to your **Services Québec office**.

In the following text, “**Services Québec office**” means the office that rendered the decision.

1. What is a review?

Under the *Individual and Family Assistance Act*, you have the right to request a re-examination of a decision rendered by the Ministère de l'Emploi et de la Solidarité sociale. An application for review does not, however, stop the decision from being implemented. For example, if a Services Québec office decision indicates that the amount of your cheque will be reduced, the reduction will be applied until a new decision is rendered.

Your application for review will be studied on the basis of the facts at the time that the decision you are contesting was rendered. You may provide any pertinent documents to support your application for review.

Please remember that you must inform the person in charge of your file about any changes in your situation.

In order to facilitate communication during the review process, the Bureau de révision will send you an acknowledgment of receipt of your application for review and provide you with the contact information for the person who is responsible for processing your application (review officer). It will also inform you about your obligations and any steps you must take.

2. Which decisions may be reviewed?

Social Solidarity Program, Social Assistance Program or Basic Income Program

You may apply for a review of any decision rendered under these programs, except for decisions rendered by virtue of the Minister's discretionary power.

Public employment services and measures, other programs

You may apply for review of a claim for repayment.

Aim for Employment Program

An application for review can be filed for decisions concerning the benefit amount granted under the Aim for Employment Program, a benefit reduction following a failure to comply, a file cancellation, a claim for repayment, and special benefits.

3. Deadline for filing an application for review

You have **90 days** as of the date you receive a notice of decision to file an application for review. Your application will be refused if it is filed after the 90-day deadline, unless you can show that you were unable to file it earlier for a valid reason or because of an unforeseeable event

beyond your control. If you need help completing your application for review, it is the duty of the personnel of the Ministère de l'Emploi et de la Solidarité sociale to provide you with assistance.

4. Steps in processing an application for review

Services Québec office

The Services Québec personnel will check whether the contested decision was rendered correctly, and if they find that your application for review is justified, they can change the decision without delay.

Bureau de révision

If the situation cannot be settled by the Services Québec office, your application for review will be studied by the Bureau de révision, which will render a decision.



4. Steps in processing an application for review (cont.)

If the application for review is related to an assessment of your capacity for employment based on health reasons, you may present your observations (generally during a telephone interview) to :

- a committee made up of a physician and a socio-professional specialist, in the case of a severely limited capacity for employment
- a physician, in the case of a temporarily limited capacity for employment.

The committee or physician does not call into question the diagnosis provided by your attending physician in the medical report that you submitted. The role of the committee or physician is to assess your condition and the resulting limitations, and to render a decision in compliance with the *Individual and Family Assistance Act*.

5. Participating in the review process

If you answer “**Yes**” to the question “*If you are not represented, do you wish to provide additional information to the review officer during a telephone interview?*”, you will be invited to contact us. You will have a chance to voice your arguments, submit documents to complete your file and provide any information that you feel is necessary to defend your point of view.

You are entitled to be assisted by a person of your choice or by someone from an organization that you have asked to assist you, or to be represented by a lawyer. If you would like us to contact the selected

person or the person from the selected organization, please indicate it in section 5 of this form. If you are represented by a lawyer, we will communicate with your lawyer.

If you answer “**No**” to the question “*If you are not represented, do you wish to provide additional information to the review officer during a telephone interview?*” the review decision will be rendered on the basis of the information and documents in your file.

6. If a person contests his or her solidary liability for repayment of a debt, will the other solidary debtor be notified of the review decision?

Yes. The review officer may contact the other solidary debtor in order to give this person a chance to present his or her observations. The review officer will not, however, contact the other solidary debtor if the person

who files the application for review is contesting his or her solidary liability for a reason related to domestic violence.

7. How is the review decision issued?

You will be mailed a copy of the review decision. A copy will also be sent to your lawyer (if any) or, at your request, to the person or organization that assisted you. If the decision has to do with a solidary debt, a copy is also sent to the other person who is held solidarily liable (if the review officer has been in contact with the person).

The Services Québec personnel will also be notified of the decision. They are responsible for applying the decision and, if applicable, for paying you any amounts owed.

8. Is it possible to appeal a review decision?

If you are dissatisfied with the review decision rendered by the Bureau de révision, you have **60 days** to file an appeal with the Tribunal administratif du Québec (TAQ).

If the Bureau de révision does not render a review decision within 90 days following the date of receipt of your application for review, or

within 90 days of the date on which you presented your observations or submitted your documents (if you requested an extension for this purpose), you may file an appeal directly with the TAQ.

To obtain more information

For more information, you can contact the person in charge of your file at the Services Québec office. You can also contact the Centre de communication avec la clientèle at the Ministère de l'Emploi et de la Solidarité sociale, at the following toll-free number:

1-877-767-8773

Information is also available on the Québec.ca website.



Submit your completed application to the Services Québec office that rendered the decision.

Date de réception

BEFORE APPLYING FOR A REVIEW

PLEASE READ THE GUIDE CAREFULLY.

Feel free to contact the person in charge of your file for more information about the decision that you are contesting.

1 INFORMATION ABOUT THE APPLICANT

Last name		First name		File number (CP12)	
Name of the external stakeholder (business or body)		Contract or agreement number			
OR					
Name of the external stakeholder's authorized representative					
Address – Number and street		Apartment	City	Postal code	
Telephone – Home	Other telephone (specify)		Fax		
Area code		Area code	Area code		

2 DECISION BEING CONTESTED

Enter the **date on which the notice of decision or claim notice that you are contesting was issued.**
If possible, attach a copy of the notice, to facilitate the processing of your application.

Year Month Day

_____|_____|_____|_____|_____|_____|

3 REASON FOR THE APPLICATION FOR REVIEW *Indicate the item that you are contesting.*

<p>Last-resort financial assistance (LRFA), Basic Income Program (BI) or Aim for Employment Program (AE)</p> <p><input type="checkbox"/> Financial assistance cancelled</p> <p><input type="checkbox"/> Financial assistance reduced</p> <p><input type="checkbox"/> Application for financial assistance refused</p> <p><input type="checkbox"/> Amount of financial assistance granted (LRFA)</p> <p><input type="checkbox"/> Amount of financial assistance granted (BI)</p> <p><input type="checkbox"/> Amount of financial assistance granted (AE)</p> <p><input type="checkbox"/> Reduction of the assistance amount following a failure to comply (AE)</p>	<p>Special benefit</p> <p><input type="checkbox"/> Application for special benefit refused</p> <p><input type="checkbox"/> Amount of special benefit granted</p> <p>Employment constraints</p> <p><input type="checkbox"/> Refusal to recognize a temporarily limited capacity for employment</p> <p><input type="checkbox"/> Refusal to recognize a severely limited capacity for employment</p>	<p>Claim notice <i>(individual, business or body)</i></p> <p><input type="checkbox"/> Claim-grounds, amount, period</p> <p><input type="checkbox"/> Reason for false declaration (misrepresentation)</p> <p><input type="checkbox"/> Solidary liability</p> <p><input type="checkbox"/> Amount withheld to recover debt</p> <p>Other (specify):</p> <p>_____</p>
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If you are participating in the Aim for Employment Program and contesting a reduction in assistance, have you made or will make an application for administrative reconsideration to contest your labour market entry plan? Yes No



Submit your completed application to the Services Québec office that rendered the decision.

Date de réception

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If you are participating in the Aim for Employment Program and contesting a reduction in assistance, have you made or will make an application for administrative reconsideration to contest your labour market entry plan? Yes No



